

Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of the claims:

1. (currently amended) A system for securely exchanging information between systems comprising:

 a requesting system coupled to the Internet from which a user requests assistance from a support representative wherein said user utilizes a Web browser client to request said assistance;

 a support representative system coupled to the Internet from which a support representative responds to the requesting user to provide assistance; and

 a collaboration server system coupled to the Internet and accessible to both said requesting system and said support representative system for receiving a request from the user for assistance and for processing said request for assistance wherein said collaboration server system includes:

 a rendezvous service, responsive to receipt of said request for assistance from the user, to initiate communications between the user and the support representative over the Internet between said requesting system and said support representative system in presence of firewall protection in said requesting system and in said support representative system; and

 an interaction service for managing continued interaction between said support representative system and said requesting system in presence of firewall protection in said requesting system and in said support representative system, wherein said requesting system includes a support proxy for receiving from said interaction service a response to said request for assistance and said response includes an operational module that obtains information about the requesting system of the user and transmits the information back to the collaboration server.

2. (previously presented) The system of claim 1 wherein said rendezvous service includes:

a support representative locator for locating said support representative that is a user who responds to said request for assistance.

3. (previously presented) The system of claim 2 wherein said support representative locator includes:

rendezvous rules; and
a rules evaluator for selecting said support representative in accordance with said rendezvous rules.

4. – 6. (canceled)

7. (currently amended) The system of claim 1-6 wherein said support proxy loads and executes said operational module.

8. (currently amended) The system of claim 1-6 wherein said operational module includes:

a digital signature for verifying the origin of said operational module.

9. (original) The system of claim 8 wherein said support proxy verifies the integrity of said operation module using said digital signature.

10. (original) The system of claim 9 wherein said digital signature uses a key of at least 128 bits.

11. (currently amended) A collaboration server system for securely exchanging information between a requesting system and a support representative system, said collaboration server system comprising:

a rendezvous service, responsive to receipt of a request for assistance generated by a user of a Web browser client operating on said requesting system, to initiate communications via the Internet between said user and support personnel at said support

representative system, said requesting system and said support representative system each having firewall protection; and

an interaction service for managing continued communication between said support personnel and said user in presence of firewall protection at said requesting system and firewall protection at said support representative system, wherein said requesting system includes a support proxy for receiving from said interaction service a response to said request for assistance and said response includes an operational module that obtains information about the requesting system of the user and transmits the information back to the interaction service.

12. (previously presented) The system of claim 11 wherein said rendezvous service includes:

a support representative locator for locating a support representative that is a user who responds to said request for assistance.

13. (previously presented) The system of claim 12 wherein said support representative locator includes:

rendezvous rules; and

a rules evaluator for selecting said support representative in accordance with said rendezvous rules.

14. – 16. (canceled)

17. (currently amended) The system of claim ~~11-16~~ wherein said support proxy loads and executes said operational module within said requesting system.

18. (currently amended) The system of claim ~~11-16~~ wherein said operational module includes:

a digital signature for verifying the origin of said operational module.

19. (original) The system of claim 18 wherein said support proxy verifies the integrity of

said operation module using said digital signature.

20. (original) The system of claim 19 wherein said digital signature uses a key of at least 128 bits.

21. – 30. (canceled)